



COMMUNITY SERVICES SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and manage, through subordinate supervisors, the operations of a major Community Services section or program within the Recreation, Social Services, or Cultural Services divisions and to supervise the operation of related facilities and staff.

Supervision Received and Exercised:

Receives direction from Community Services Management Staff.

Exercises direct supervision over supervisory, professional, technical and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

When assigned to Recreation:

- Supervise, promote, implement and evaluate recreation activities/programs and the operation of recreation centers and facilities in area of assignment.
- Plan, prioritize, assign, supervise and review the work of staff involved in recreation/program activities.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for recreation activities; implement policies and procedures.
- Evaluate operations and activities; recommend improvements and modifications; prepare weekly and monthly reports on section operations and activities.
- Participate in budget preparation and administration for section; prepare cost estimates for budget recommendations; submit justifications for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

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Reviewed July 1995

Revised December 1997

Revised November 2000 (Range and Title Change)

CITY OF TEMPE

Community Services Supervisor (continued)

- Coordinate section activities with those of other departments and outside agencies and organizations; work with City engineering staff in the design, review, and construction of capital development and improvement projects; coordinate computer related functions with Information Systems Division.
- Implement and administer contracts for specialized recreation programs and classes.
- Ensure program compliance with pertinent laws, rules, regulations, and licensing standards.
- Maintain awareness of new developments in recreation; incorporate as appropriate into programs.
- Coordinate the development and preparation of programs, events and facilities marketing materials including news releases, flyers, pamphlets and brochures.
- Participate on a variety of boards and commissions; attend and participate in professional groups and committees.
- Maintain close contact with school officials and community groups regarding program offerings and coordination of services and facilities.
- Maintain records and develop reports concerning new or ongoing programs and program effectiveness; maintain records for registrations and fees collected.
- Plan, implement, schedule, and evaluate special events and activities relating to the program to which assigned.
- Purchase necessary equipment and supplies; initiate bids for equipment and supplies; prepare bid specifications and requisitions.
- Administer and revise contracts for concessions and private recreational organizations.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Perform related duties as assigned.

When assigned to Social Services:

- Develop, implement, supervise, promote and evaluate social service activities and services in assigned service and program areas; develop, recommend and implement program activities including community education and employment.

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Community Services Supervisor (continued)

- Plan, prioritize, assign, supervise and review the work of staff involved in providing social/community services and programs; work with program participants and staff to ensure program effectiveness.
- Interview and assess program participants to determine their needs, abilities, and program expectations and requirements.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.
- Ensure program compliance with pertinent laws, rules, regulations, and licensing standards.
- Coordinate the development and preparation of marketing materials, news releases, flyers, pamphlets, and brochures.
- Participate in a variety of boards and commissions; attend and participate in professional groups and committees.
- Maintain close contact with school officials and community groups regarding program offerings and coordination of services and facilities.
- Maintain awareness of new developments and legal requirements impacting social services; incorporate into existing programs as needed.

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Community Services Supervisor (continued)

- Purchase necessary equipment and supplies; initiate bids for service providers; prepare bid specifications as required.
- Answer questions and provide information to program participants, city employees and the public.
- Perform related duties as assigned.

When assigned to Cultural Services:

- Supervise, promote, implement and evaluate cultural activities/programs and the operation of cultural facilities in area of assignment.
- Plan, prioritize, assign, supervise and review the work of staff involved in cultural/community services and programs; work with program participants and staff to ensure program effectiveness.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for cultural activities; implement policies and procedures.
- Evaluate operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff.
- Ensure program compliance with pertinent laws, rules and regulations.
- Coordinate the development and preparation of programs, events and facilities marketing materials including news releases, flyers, pamphlets and brochures.
- Purchase necessary equipment and supplies; initiate bids for equipment and supplies; prepare bid specifications and requisitions.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.

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Community Services Supervisor (continued)

- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training, license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of experience in the implementation and coordination of recreational, social service, and cultural programs and activities, according to the requirements of assigned area, including two years of supervisory experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major work in recreation administration, education, family studies, social work, or a related field according to the requirements of assigned area.

Licenses/Certifications:

May require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 5520

Salary Range: 39

FLSA: Exempt

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